

**MOUNTAIN TELECOMMUNICATIONS, INC.**

**SUBSCRIBER NOTIFICATION REPORT**

**WC DOCKET NO. 05-196**

1. A detailed description of all actions the provider has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VOIP service and/or may be in some way limited by comparison to traditional E911 service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (i.e., e-mail, U.S. Mail);

**Each VOIP customer was sent the following e-mail notification on August 2, 2005 and was then contacted again by a follow-up call or an on-site visit to obtain a written acknowledgement by the customer between August 2, and August 8, 2005**

**Sample Notification**

**Dear Valued Customer,**

**The Federal Communications Commission requires that providers of Voice over the Internet Protocol (VoIP) service notify customers of any limitations on customer ability to access 911 emergency services.**

**Your service location is (*Customer Location*) and telephones provided at this location will have normal 911 functionality. Please be advised that E911 access will only be available from the above-listed location. If you wish to relocate your customer premises equipment to a different location, please contact MTI. You should be aware of the following:**

**In the event of a T-1 failure, router failure, or power failure you will have limited or no 911 access.**

**In the event that a user enables E-mobility at a location other than their primary service location, 911 information will be reported inaccurately as the primary service location of that user.**

**In the event that a user changes or moves its service location it may take up to 24 hours to update the 911 database from the time MTI is notified.**

**Please respond immediately that you have read and understood this notification. By the FCC order we are required to terminate services by August 30th if we do not have your written acknowledgement.**

**Sincerely,**

**Ray Napoletano  
Vice President Sales & Marketing  
(480) 850-7510**

**I HAVE READ THE ABOVE E-911 STATEMENT AND ACKNOWLEDGE THAT I  
HAVE BEEN INFORMED OF THE LIMITATIONS ON E911 ACCESS IDENTIFIED.**

**Customer Name** \_\_\_\_\_ **Title** \_\_\_\_\_

**Customer Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Please sign and return to (480) 355-6310 by August 9, 2005**

2. A quantification of how many of the provider's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report, and an estimation of the percentage of subscribers from whom they do not expect to receive an acknowledgement by August 29, 2005;

**100% subscriber affirmative acknowledgement - MTI has nine (9) customers utilizing VOIP services. As of the date of this report nine (9) customers have submitted an affirmative acknowledgement.**

3. A detailed description of whether and how the provider has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VOIP service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (ie, e-mail, U.S. mail);

**Customers have been advised that warning stickers have been ordered and will be hand delivered with instructions for placement on August 12, 2005. This information was delivered to each customer as described in MTI's answer to Item 1 above.**

4. A quantification of how many subscribers, on a percentage basis, to whom the provider did not send the advisory described in the first bullet above and/or to whom the provider did not send warning stickers or other appropriate label as identified in the bullet immediately above;

**All subscribers received the advisory and all acknowledged their receipt of the advisory. Additionally, all subscribers were advised that appropriate warning labels will be provided to them on August 12, 2005.**

5. A detailed description of any and all actions the provider plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber's VOIP service with the Company no later than August 30, 2005;

**Any subscriber that does not affirmatively acknowledge having received and understood the advisory will be notified by registered mail on August 25<sup>th</sup> that their**

**VOIP service will be disconnected on August 30, 2005. At the time of writing this report, however, all subscribers have affirmatively acknowledged receiving the warning.**

6. A detailed description of how the provider is currently maintaining any acknowledgements received from its subscribers; and

**Paper copies of the acknowledgements are maintained in a file in the corporate offices located at 1430 W. Broadway Road, Suite 206, Tempe, Arizona 85282. Electronic copies are maintained in the company database.**

7. The name, title, address, phone number, and e-mail address of the person(s) responsible for the Company's compliance efforts with the VOIP E911 Order.

**Jacqueline Manogian  
Mountain Telecommunications, Inc.  
1430 W. Broadway Road, Suite 206  
Tempe, AZ 85282  
(480) 850-7585  
[jmanogian@mtntel.com](mailto:jmanogian@mtntel.com)**